

Weekly Unemployment Insurance Call Wait Times

Date of Report: May 2, 2023

Summary:

The Oregon Employment Department has a goal of answering at least 90% of calls in under five minutes by December 1, 2021.

April 24, 2023 – April 28, 2023 Performance:

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 52.63% of calls were answered in five minutes or less.

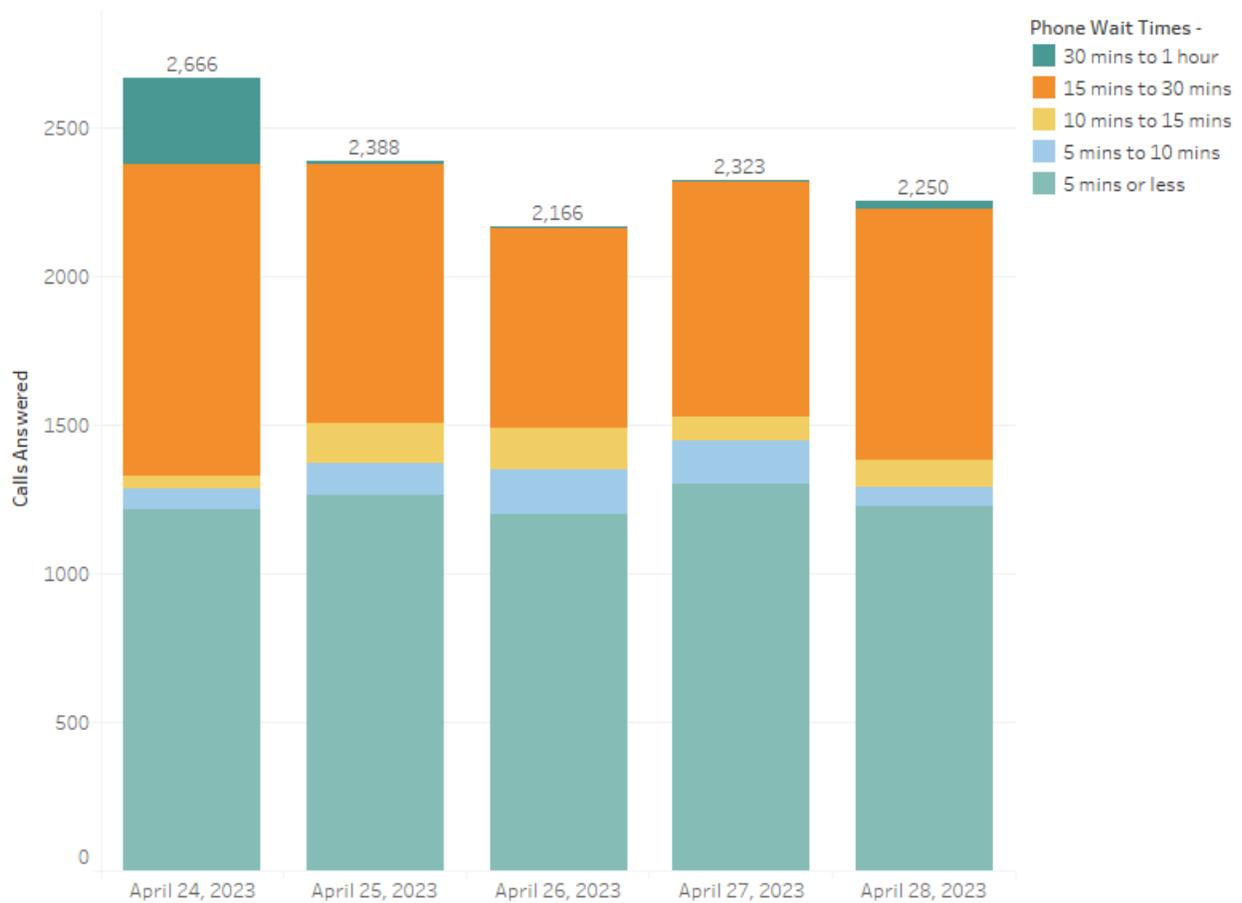
Total Calls Answered

Current Dates in Review
April 24, 2023 – April 28, 2023
11,793

Call Wait Times

April 24, 2023 – April 28, 2023	
5 minutes or less	52.63%
Between 5 and 10 minutes	4.49%
Between 10 and 15 minutes	4.20%
Between 15 and 30 minutes	35.83%
Between 30 and 60 minutes	2.84%
Longer than 1 hour	0.00%

Calls Answered



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (April 24, 2023 – April 28, 2023).